

From: [redacted]

Sent: Tuesday, January 02, 2007 1:00 PM

To: Taskforcecomments

Subject: Comments on id theft and the protection of Social Security Numbers

It is difficult to protect a social security number when companies routinely use this number to verify a caller's identity. They often will not process a transaction or make adjustments or corrections to an account unless a social security number is provided.

There must be some kind of consumer identity protection, which prevents a social security number from being required in order to receive a service.

Example: I recently tried to help my mother consolidate her telecommunication services on one bill. AT&T would not process the request without her providing her entire social security number. My mother is very guarded of her number and would not provide more than the last four digits. They would not process the request. My comment or request is that social security numbers be limited to use by employers, government agencies or financial institutions (banks, investment firms, etc.). Social Security numbers must not be used as identification tools by entities that I will characterize as "general service industries, i.e., the telecommunications industry, utility companies, etc. The general service industry must not be allowed to withhold service if an individual wishes to protect their social security number. Perhaps these "general service industries" need to create another identifier number so that social security numbers are not compromised.